



COTS CHANGE MANAGEMENT WORKGROUP

MINUTES

January 8, 2003

DMV Executive Conference Room 701

9:30 AM

ATTENDANCE

Paris Ashton, DGS, Farley Beaton, TAX (Co-Chair),

Members Absent:

Gary Allen, VDOT; Chris Doss, VIPNET Authority; Philip Vasquez, DMV

Guests and Staff:

Guests

Peter Berinato, DCSE

Representatives

Karen Chappell, DMV for Philip Vasquez.

Staff

Paul Lubic, DTP.

WELCOME AND OPENING REMARKS:

Co-chair Farley Beaton convened the meeting and welcomed members and guest.

APPROVAL OF MINUTES:

Minutes of the 12/11/2002 meeting were approved without change.

WORKGROUP CHARTER:

The workgroup reviewed the draft Workgroup Charter revisions resulting from recommendations made at the COTS Executive Committee meeting on 12/19/2002. There were no additional changes proposed and the group agreed to present the charter to the full COTS meeting on January 9, 2003.

WORKGROUP MISSION:

- Awareness of best practices: it was decided that the full COTS membership would be surveyed to identify formal change management programs that have proven successful in introducing significant organizational changes. Once identified, the Workgroup will consider requesting program owners to present overviews and lessons learned to the Workgroup.
- Workgroup approach: the workgroup will operate as a steering group to assist the IT Transition Project Change Management Team.
- Short-term objectives were discussed such as training in change management for the workgroup to bring all members up to the same knowledge level. It was also discussed that the workgroup should be kept updated on the implementation strategies and tactics of the implementation of the strategic plan for technology.
- Long-term objectives: The Workgroup will initially focus on developing an understanding of the IT Consolidation Change Management activities already planned or underway, as well as explore proven best practices in change management. Once this is accomplished the Workgroup will detail long-term objectives.

CHANGE MANAGEMENT AND COMMUNICATIONS PLANS:

Discussed feedback on the plans. There was concern voiced that the scheduled milestones were at risk of being missed and that the current communication tactics were not proactive enough.

UPDATE ON ITTP CHANGE MANAGEMENT ACTIVITIES:

Paul Lubic updated the workgroup with an overview of the last Readiness Assessment results and that the next assessment is scheduled for early February. He stated that a change management concepts course is being developed and training of trainers is scheduled for late March or early April.

ACTIONS:

1. Paul Lubic will send Change Management web links to members.
2. The proposed survey intended to engage affected employees will be put on hold for now.
3. Farley Beaton will send a letter to COTS requesting copies of other successful CM programs.
4. Paul Lubic will present a change management overview at the next meeting.

OTHER ISSUES:

Agenda items for next meeting

1. Approval of minutes
2. Review charter changes resulting from 1/9/03 COTS meeting
3. Change Management Overview
4. Discussion on Best Practices
5. Review of Action Items
6. Agenda Setting

AJOURNMENT

Farley Beaton adjourned the meeting at 11:00 AM.

Meeting Schedule:

The next workgroup meeting will be February 12, 2003, at 9:30 AM, at DMV.

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